AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1.   (Presently Amended) A method ~~(400)~~ for use in a computer system comprising at least one first computer ~~(A)~~ and one second computer ~~(B)~~, the system ~~(A, B)~~ for processing consecutive inquiries ~~(311, 312)~~ of an external computer ~~(E)~~, the method ~~(400)~~ comprising:

~~observation (410) of~~ <u>observing</u> the processing time ~~(T1)~~ that the first computer ~~(A)~~ requires for processing a first inquiry ~~(311)~~ of the external computer ~~(E)~~, and rerouting ~~(420) of~~ a second inquiry ~~(312)~~ from the first computer ~~(A)~~ to the second computer ~~(B)~~ if the processing time ~~(T1)~~ exceeds a standard time ~~(TNORM)~~, the method being characterised in that the standard time ~~(TNORM)~~ is dependent on the type of inquiry ~~(311)~~.

2.   (Presently Amended) The method according to claim 1, wherein the standard time is dependent on the configuration of the first computer ~~(A)~~.

3.   (Presently Amended) The method ~~(400)~~ according to claim 1, wherein the processing time ~~(T1)~~ is determined relative to a quantity of data.

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4.   (Presently Amended) The method according to claim 1, wherein the processing times of consecutive inquiries are taken into account during observation ~~(410)~~.

5.   (Presently Amended) The method ~~(400)~~ according to claim 1 ~~by using a management program (110/120) with the modules: observer (110) for observation (410) and rerouter (120) for rerouting (420)~~ wherein the step of observing is performed by an observer module and the step of rerouting is performed by a rerouter module.

6.   (Presently Amended) The method ~~(400)~~ according to claim 1, wherein the steps of observation ~~(410)~~ and rerouting ~~(420)~~ are induced by a management program ~~(110/120)~~ within the system.

7.   (Presently Amended) A computer-readable medium that stores a set of instructions that when executed performs a method ~~program which is loaded on a computer and which induces a computer system to execute a method according to any one or more of claims 1 to 6~~ of routing external computer inquiries, the computer-readable medium executed by the set of instructions comprising:

         prompting an application to observe the processing time that a first computer requires for processing a first inquiry of an external computer, and

         prompting the application to reroute a second inquiry from the first computer to the second computer if the processing time exceeds a standard time, wherein the standard time is dependent on the type of inquiry.

8.   (Presently Amended) A ~~computer~~ system <u>for processing consecutive inquiries</u>

<u>from an external computer</u>~~(A, B)~~ comprising<u>:</u>

      ~~at least one~~ <u>a</u> first computer<u>;</u> ~~(A) and one~~

      <u>a</u> second computer<u>; and</u> ~~(B) for processing consecutive inquiries (311, 312) from~~

~~an external computer (E),~~

      <u>an application</u> ~~wherein the computer system executes a method according to any~~

~~one or more of claims 1 to 6~~ <u>operative to observe the processing time that the first</u>

<u>computer requires for processing a first inquiry of an external computer and to reroute a</u>

<u>second inquiry from the first computer to the second computer if the processing time</u>

<u>exceeds a standard time, wherein the standard time is dependent on the type of inquiry</u>.

9.   (New) The method of claim 1, wherein the processing time is the floating

average time that the first computer requires for processing a stipulated number of

inquiries.

10.   (New) The method of claim 1, wherein the standard time is fixed relative to a

stipulated number of inquiries such that rerouting occurs only when the processing time

exceeds the standard time in more than a predetermined number of allowed incidences.

11.   (New) The computer-readable medium of claim 7, wherein the standard time is

dependent on the configuration of the first computer.

12.   (New) The computer-readable medium of claim 7, wherein the processing time is determined relative to a quantity of data.

13.   (New) The computer-readable medium of claim 7, wherein the processing times of consecutive inquiries are taken into account during observation.

14.   (New) The computer-readable medium of claim 7, wherein the processing time is the floating average time that the first computer requires for processing a stipulated number of inquiries.

15.   (New) The computer-readable medium of claim 7, wherein the standard time is fixed relative to a stipulated number of inquiries such that rerouting occurs only when the processing time exceeds the standard time in more than a predetermined number of allowed incidences.

16.   (New) The system of claim 8, wherein the standard time is dependent on the configuration of the first computer.

17.   (New) The system of claim 8, wherein the processing time is determined relative to a quantity of data.

18.   (New) The system of claim 8, wherein the processing times of consecutive inquiries are taken into account during observation.

19.   (New) The system of claim 8, wherein the processing time is the floating average time that the first computer requires for processing a stipulated number of inquiries.

20.   (New) The system of claim 8, wherein the standard time is fixed relative to a stipulated number of inquiries such that rerouting occurs only when the processing time exceeds the standard time in more than a predetermined number of allowed incidences.